

## POSITION POSTING

**FUNCTIONAL TITLE:** Administrative Assistant  
**LOCATION:** Massachusetts Teachers' Retirement System  
500 Rutherford Avenue, Suite 210, Charlestown, MA 02129  
**STARTING SALARY:** \$40,000  
**APPLICATION DEADLINE:** Friday, December 31, 2021

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The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public-school educators. The plan provides retirement, disability and survivor benefits to more than 70,000 recipients and maintains and services retirement accounts for over 94,000 active members and 30,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from 420 local school districts.

### GENERAL STATEMENT OF DUTIES:

Under the general supervision of the Director of Member Services/North, the Administrative Assistant assists all members of the MTRS and supports the member services teams by performing the following:

- Communicates professionally, both verbally and in writing, with members of the MTRS.
- Responsible for logging all incoming requests and preparing files for processing.
- Responsible for reviewing incoming member requests, following up on missing information, and identifying cases that require expedited service.
- Coordinates retirement application review process, acknowledging applications, identifying high priority cases, and managing file organization.
- Maintains spreadsheet of members who "walk-in" for counseling services.
- Requests, logs, and distributes files for member services staff.
- Maintains group counseling schedule for MTRS counseling staff and a general calendar of unit meetings and projects.
- Responds to GenInfo email requests when applicable and/or distributes emails to appropriate member services staff.
- Is expected to work independently and to participate in decisions affecting the workflow and performance of the team.
- Provides administrative support to member services directors as needed.
- Participates in all unit and agency projects as needed.

## **QUALIFICATIONS REQUIRED:**

- Minimum of high school diploma, or GED.
- Excellent organizational skills, flexible, and able to handle a multitude of tasks.
- Desire to work in an environment committed to teamwork and quality service.
- Ability to communicate effectively and professionally with coworkers, members, and the public.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to maintain harmonious relationships with the members, employers, and MTRS staff.
- Commitment to competent, compassionate and quality service at all times.
- Business experience with Microsoft Excel, Word, and PowerPoint required.
- Experience with member/customer/client databases required.
- Ability to travel to and from the workplace.

## **EXPECTED HOURS OF WORK**

New hires are required to report to the office five days per week for 90 days. Thereafter, they may apply for a hybrid remote schedule. Hours of work are flexible, but are generally, Monday through Friday, 8 AM to 4 PM, 9 AM to 5 PM (30 minute lunch), 7:45 AM to 4:00 PM, or 8:45 AM to 5 PM (45 minute lunch). This position may require extended hours.

## **APPLICATION PROCESS**

Interested applicants must apply online through *MassCareers* at:

**<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>**

Applicants are required to submit a cover letter and résumé to Robert Fabino, Director of Human Resources and Legal Affairs, within the MassCareers portal. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Administrative Assistant with the MTRS. (See MTRS website for background at [www.mass.gov/mtrs](http://www.mass.gov/mtrs)). Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their basic writing, math and computer skills.

Executive Order #595 requires Executive Department employees to have received the COVID-19 vaccination or to have been approved for exemption as a condition of employment. Finalists will be given details about how to demonstrate receipt of vaccination or request an exemption due to a sincerely held religious belief or if the vaccine is medically contraindicated.

The MTRS is an equal opportunity employer.